

**Wake County Human Services Board
Regular Meeting Minutes
November 19, 2015**

Board Members Present:

Mayor Frank Eagles
Pablo Escobar
Dr. Sharon Foster
Leila Goodwin
Kent Jackson
John Myhre
Dr. Rosine Sanders
Dr. Paul Scruggs
Dr. Jim Smith
Dr. Jacqueline Tavarez
Stephanie Treadway
Angie Welsh
Commissioner James West
Dr. Seth Wexler
McKinley Wooten, Jr.

Staff Members Present:

David Ellis
Regina Petteway
Kenneth Murphy
Dr. Joseph Threadcraft
Cassandra Watford
Elizabeth Scott
Caroline Harper
Amina Shah
Alicia Arnold
Dr. Johanna Irving
Michael Orbon

Guests Present:

Dr. Gary Oyster, Wake Smiles
Dianne Keyser, Wake Smiles
Dr. Chris Sheaffer, Wake Smiles
Mark Casey, NC Department of Health & Human Services, Division of Medical Assistance
Darlene Baker, NC Department of Health & Human Services, Division of Medical Assistance

Call to Order

Chairman Dr. Jim Smith called the meeting to order at 7:35 am and thanked everyone for attending.

Recognition of Outgoing Board Members

Dr. Smith presented certificates of appreciation to the Mr. Pablo Escobar and Dr. Jacqueline Tavarez for their service on the HS Board.

Reflections

Dr. Rosine Sanders shared reflections. She read a meditation from a book titled Calligraphic Meditation for Everyday Happiness.

Approval of Minutes

Mr. John Myhre motioned, seconded by Dr. Sharon Foster to approve the October 22 meeting minutes. The motion was adopted unanimously by the Board.

Next Board Meeting

The next Board meeting will be held December 17, 2015 from 7:30 to 10:00 am at Swinburne Human Services Center. Note: the December meeting is held on the third Thursday instead of the fourth Thursday, because of Christmas Holidays.

Panel Presentation: The State of Dental Care in Wake County [PH Accreditation Benchmark # 40.1] –

This presentation was covered by local news channel WRAL including an interview with Dr. Paul Scruggs.

Panel Presentation: The State of Dental Care in Wake County

- **The Dental Dilemma** (presented by Dr. Paul Scruggs)
- **Dental Access in Wake County: Scope of Dental Access Issues** (presented by Dr. Chris Sheaffer)
- **NC Medicaid Dental Services** (presented by Ms. Darlene Baker)
- **The Wake County Dental clinic** (presented by Dr. Johanna Irving)
- **Wake Smiles** (presented by Ms. Diane Keyser)

The Dental Dilemma

(Presented by Dr. Paul Scruggs)

Dental care in the community falls short, despite many prevention efforts including patient education, fluoride through public health efforts, and public health hygienists in schools. Dental problems are preventable.

The Journal of American Dental Association (JADA) published a study that looked at trends in Emergency Department (ED) visits. The leading reason for visit, by age category, was toothache.

Issues in dental care include:

- People neglect their oral health
- Dental care is expensive and many people do not have money/resources to receive proper care
- Emergencies are usually severe problems requiring extensive resources and time
- Safety nets are limited

The society should work together to improve people's lives, because dentistry cannot do it alone. Bad smile effects self-esteem and one's ability to be move upwards in society. Toothaches cause sick days leading to loss production to the organization and loss of income to the individual.

Dental Access in Wake County: Scope of Dental Access Issues in Wake County

(Presented by Dr. Chris Sheaffer)

There is significant need for dentistry, as presented in information below

- Many dental patients have no resources, as supported by statistics from NC Medicaid Paid Claims Data (2008):
 - 88,470 Medicaid recipients in Wake County (2010)
 - Population below 100% poverty level: 10.2% in Wake County as compared to 16.2% in NC
 - Uninsured population: 18.4% in Wake County as compared to 19.7% in NC
- Dental options are scarce
 - There is one federally qualified health center in Wake County that provides dental care for their own medical patients
 - Wake County hospitals have no dental clinics
 - Wake Smiles provides dental care for patients referred by safety net organizations
- Diagnosis and treatment are time consuming
 - Frequently, each patient has more than one dental problem requiring multiple radiographs and tests
- Low reimbursement
- Emergency Department Loop
 - Many patients do not have money for out of pocket expenses, so they go to ER. They cannot be turned away at ER, because of medical coverage. However, ER is not set for definitive treatment, so pain goes away short term, with possibility that patients return.

NC Medicaid Dental Services

(Presented by Ms. Darlene Baker, Lead Policy Analyst, Division of Medical Assistance, NCDHHS)

There are 1.8 million Medicaid beneficiaries annually including medically indigent children, pregnant women, aged, blind and or disabled individuals

- By demographics: 60% female, 40% male, 39% white, 44% black, 27% other race
- Number of adults enrolled with Medicaid in 2014 = 863,278

In most cases, states offer the same type of dental coverage to all adult Medicaid enrollees. A color coded map shows type of coverage for each state (in presentation). NC has extensive coverage.

Budget Update

- In SFY 2015, Dental expenditures = \$360 million
- In SFY 2014, Dental expenditures = \$332 million

Provider Participation

- From SFY 2009 to SFY 2013, number of actively participating billing providers has remained relatively constant
- Number of participating attending providers is approximately 2200-2300
- 45-50% of the active licensed dentists in NC are rendering providers on at least one Medicaid paid claim each year

Wake County Human Services: Dental Health Program

(Presented by Dr. Johanna Irving)

Patient Population of Wake County Human Services (WCHS) Dental Health Program includes children (0-20 years old) and pregnant women.

- 73% are insured
 - 66% insured through Medicaid
 - 7% insured through Health Choice
- 27% are uninsured
 - Self-pay
 - Sliding fee scale

Services provided include:

- Preventive: exams, cleanings, x-rays, sealants, fluoride and education
- Treatment: restorations, extractions, space maintenance and orthodontics

Community outreach activities include:

- Screening, referral and follow-up
- Education at sites including NC Pre K-preschool classrooms, community sites targeting high risk populations, and WCPSS schools

Wake Smiles

(Presented by Ms. Diane Keyser, Executive Director, Wake Smiles)

Wake Smiles, founded in May 2001, provides dental care to low income or unemployed adults. It provides care for serious dental issues and offers preventative services to maintain a healthy mouth. It is made possible by community support, as it is supported by a number of donor organizations.

Problems:

- ACA has made healthcare more accessible, but obtaining dental care is still difficult
- The need for proper dental care to maintain a healthy mouth is increasing
- Poor oral health dictates how individuals live their daily life

Discussion:

In closing, Dr. Scruggs noted that the purpose for together this panel presentation was to identify the problem and gaps, describe available assets at the state and county levels, and bring to attention the needed resources.

Dr. Scruggs reported that the need for dental treatment for the uninsured and working poor adult is great with very little safety net available as is evident by the frequent use of hospital EDs. A non-profit like Wake Smiles does offer a solution but is entirely reliant on volunteer providers at this time. The Public Health committee and Human Services Board should advocate for whatever funding might be available to allow this safety net partner to hire a contract dentist. A grant of \$200,000 would more than secure that hire and provide addition supplies to at least double the current production of the clinic. It is much more cost effective for the county to

support a partner who is utilizing free rent, utilities and a large portion of its labor as opposed to trying to expand dental services within the HS department.

Ms. Diane Keyser said personnel resources are needed for Wake Smiles. Hiring a dentist, who will also serve as adjunct faculty, will greatly increase Wake Smiles' capacity to serve and teach.

Questions:

Question from Ms. Lisa Cauley: are there more orthodontists participating the dental Medicaid program?

Response from Ms. Darlene Baker: yes, there are more orthodontists than before participating in dental Medicaid.

Board Action:

Recognizing the need of money/resources for dental care in the community, the Board decided to work with staff to list this as one of its advocacy priorities for the next budget season.

Ms. Regina Petteway asked Ms. Cassandra Watford, Dr. Sue Lynn Ledford, and Dr. Johanna Irving to look at the next steps possibilities in funding sources to guide the Board's advocacy efforts.

*Presentations attached to October agenda.

Human Services Board Panel Recommendation on Anthony Hunt Dangerous Dog Appeal Hearing [PH Accreditation Benchmarks # 18.1, 18.2, 34.2, 35.1]

(Presented by Mr. Ken Murphy)

On September 7, 2015, Wake County Environmental Services/Animal Control designated "Buddy" a Dangerous Dog pursuant to the Wake County Animal Control Ordinance. Buddy's owner appealed and on October 28, 2015, the Wake County Human Services Board Appeal Panel conducted a hearing and upheld the Dangerous Dog designation.

As required by the Wake County Human Services Board Rules of Appeal, the full Human Services Board reviewed and discussed the Appeal Panel's decision to vote to adopt, modify, or reverse it.

Board Action:

By a unanimous vote of 15-0, the Wake County Human Services Board adopted the recommendation of the Appeal Hearing Panel and upheld the Dangerous Dog designation by Wake County Animal Control.

*Appeal Panel's Recommended Decision and Evidence attached to November agenda

Composition of Wake County Foster Care Population. Follow-up to End of Year Trends & Horizons Update

(Presented by Ms. Lisa Cauley)

This presentation is a response to the Board’s request to review Child Welfare data related to children in foster care.

Placed in Wake County:

517 of children currently in custody are placed in Wake County

- 332 placed with a non-Relative
 - 140 placed in Wake County Foster Home
 - 78 placed in Private Foster Home
 - 57 placed in Therapeutic Foster Home
- 185 placed with a Relative
 - 28 placed with Licensed Relative

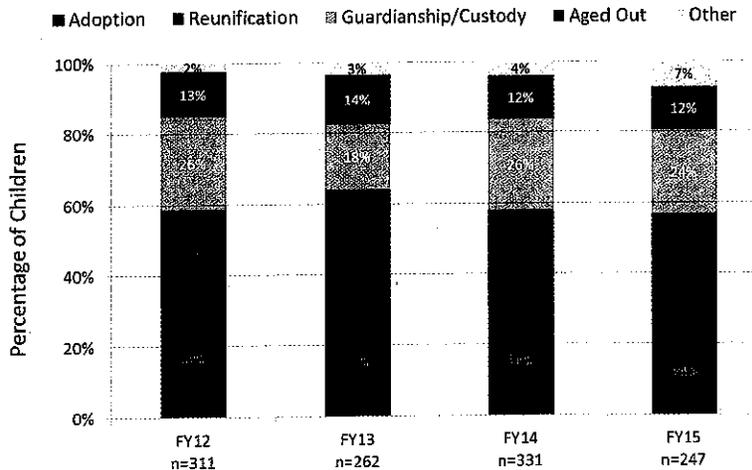
Placed Outside Wake County:

255 of children currently in custody are placed outside Wake County

- 185 placed with a non-Relative
 - 66 placed in Therapeutic Foster Home
 - 48 placed in Group Home
 - 39 placed in Private Foster home
- 70 place with Relative
 - 3 placed with Licensed Relative

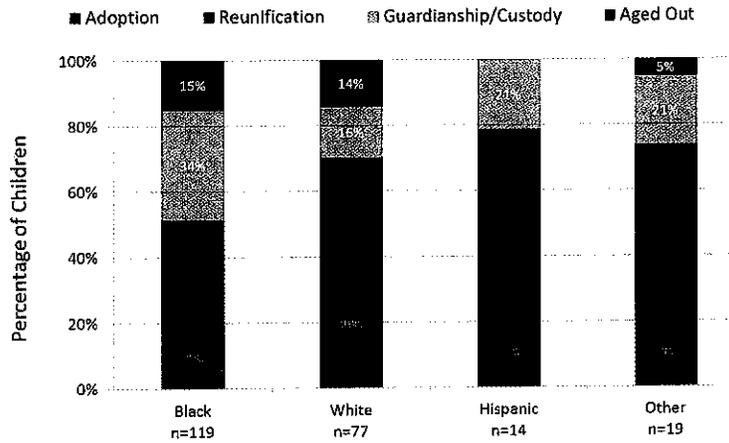
Children Exiting Custody

Authority End Reason by Exit Cohort
FY12 through FY 15



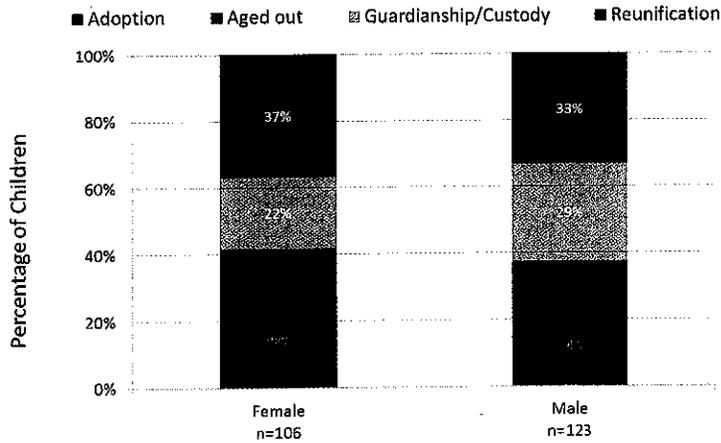
Datasource: WCHS Child Welfare as of November 12, 2015

Authority End Reason by Exit Cohort Child Race FY 15



Datasource: WCHS Child Welfare as of November 12, 2015
 Note: Children exiting for reasons other than those depicted in this chart were excluded. These children exited due to authority being revoked or case transferring to another county or state.

Authority End Reason by Exit Cohort Child Gender FY 15



Datasource: WCHS Child Welfare as of November 12, 2015
 Note: Children exiting for reasons other than those depicted in this chart were excluded. These children exited due to authority being revoked or case transferring to another county or state.

Strategies to Address Adoption Backlog

- Added temporary workers and reassigned positions to adoption cases
- Streamlined paper work process
- County Attorney's office added two paralegal positions dedicated to processing Termination of Parent Rights Petitions
- Added an Administrative Staffing, "The Amazing Race to Permanency".
- Collaboration with the Clerk of Court's Office

Board Committee Chairs Reports

Dr. Sharon Foster, Chair of Public Health (PH) Committee:

PH Committee will be meeting after the Board this month, because of the change in schedule due to holidays. At this meeting, the Committee will be reviewing/discussing injury prevention, specifically related to youth and older adults. PH Committee will hold its meetings at Sunnybrook instead of Millbrook, starting in November 2015.

Ms. Angie Welsh, Chair of Social Services (SS) Committee:

SS Committee received presentation on Consumer Affairs 2014 Customer Satisfaction Report and the reassessment of customer survey tool during its meeting on November 6, 2015.

Human Services Director's Report

(Presented by Ms. Regina Petteway)

Introduction of Ms. Cassandra Watford as new HS Finance Director.

Ms. Patricia Baker has resigned as the Social Services Division Director, as she has accepted another position in Alexander County, NC. Mr. Sam Haitcock will serve in her place in an interim role.

HS will be hiring for a new position, Deputy Director of Social Services.

Environmental Services Director's Report

(Presented by Dr. Joseph Threadcraft)

General Surveillance to Include Tracking E.Coli [PH Accreditation Benchmarks # 2.4, 4.2]

General Surveillance is applicable to all reportable diseases.

1. Case tracking
 - a. State law lists 73 reportable diseases and conditions
2. Citizen complaints
 - a. FY 2015 - Received 234 complaints of possible foodborne illness
 - i. 13 total E. coli cases, one of which was E. Coli 0157
 - b. Two or more un-associated cases is considered an outbreak
3. Recall monitoring
 - a. Recalls are managed through
 - i. U. S. Food and Drug Administration (FDA)
 - ii. U. S. Department of Agriculture (USDA)
 - b. EH & S monitors recalls via FDA's website
 - c. State staff person monitors and reports recall surveillance statewide

State Fair Update [PH Accreditation Benchmarks # 2.4, 4.2]

State Fair (Environmental Health & Safety)

Overview

1. NC Department of Agriculture (NCDA) regulates items such as
 - a. Bakery
 - b. Popcorn
 - c. Candies
2. Environmental Health & Safety regulates prepared foods
 - a. Permitted 147 Temporary Food Establishments (TFE's) in 2015
 - b. Staff maintained 100% inspection coverage

Food Safety Concerns

1. Inadequate cooling of leftovers
2. Unprotected food after hours
3. Wastewater leaks

Issues

1. Turkey legs – Questionable turkey legs discovered via anonymous complaint to NC Department of Agriculture which issued a Class I recall.
 - a. **Class I recall:** a situation in which there is a reasonable probability that the use of or exposure to a violative product will cause serious adverse health consequences or death.
2. Illegal food vendor – Unlicensed vendor was selling food to carnival workers and was instructed to cease.
3. Vendor was selling unpermitted food items and instructed to cease and apply for correct permit next year.

State Fair (Water Quality)

Overview

1. Staff Resources
 - a. 14 days
 - b. 163 hours
2. Accomplishments/results (No penalties were assessed)
 - a. Inspected 227 living quarters
 - b. Maintained 100% coverage
 - i. Immediately corrected 30 – 40 minor water/sewer leaks
 - ii. Immediately corrected 5 incidents of sewer being discharged into the storm water drains

State Fair (Summary)

Planning

In addition to a debrief, planning for the next State Fair begins as soon as the current Fair ends

Questions:

Question from Dr. Foster: How is Wake County doing so well in preventing the E-coli outbreak?

Response from Dr. Threadcraft: Wake County Environmental Services works closely with Human Services. Human Services has health educators who do education and outreach for safe food storage and cooking. Environmental Services also does aggressive inspections of restaurants.

Human Services Board Chair's Report

(Presented by Dr. Jim Smith)

HS Board Executive/Nominating Committee held a conference call on November 18, 2015 and voted to recommend to HS Board to extend the term of Ms. Stephanie Treadway, as HS Consumer to November 14, 2016.

Board Action:

Ms. Leila Goodwin motioned, seconded by Mr. McKinley Wooten to accept the vote and recommend this to Board of Commissioners. The motion was adopted unanimously.

Public Comments

There were not any members of the public present for the Public Comments period.

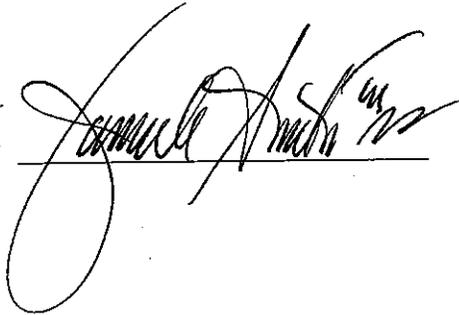
Adjournment

The meeting was adjourned at 10:00 am.

Action Items

- Ms. Regina Petteway asked Ms. Cassandra Watford, Dr. Sue Lynn Ledford, and Dr. Johanna Irving to look at next steps and possibilities in funding sources for dental needs to guide the Board's advocacy efforts.

Board Chair's Signature:



Date:

1/29/16

Respectfully Submitted By: Ms. Amina Shah